

The "Comparing Texas HMOs 1998" report card issued by Texas Office of Public Insurance Counsel provides consumers with the state average for a measure as a means of comparing individual health plan scores in regions of Texas.

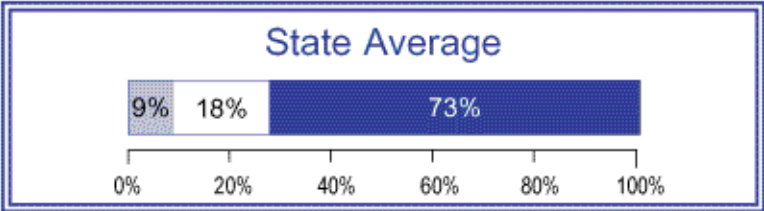
Provided by Texas Office of Public Insurance Counsel

Doctors and medical care

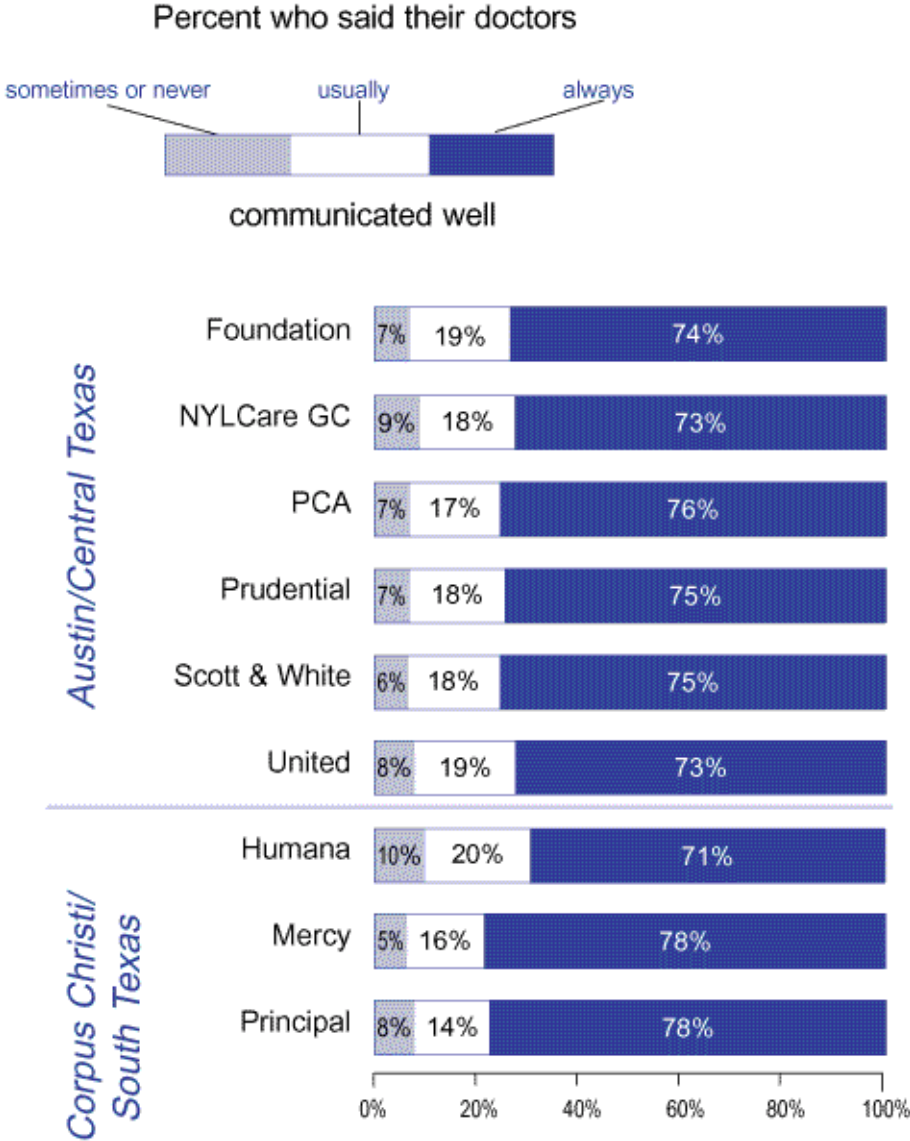
Doctors who communicate well with their patients

This graph shows answers to survey questions that asked people in each health plan *how often* their doctor or other health care professional:

- ❖ Listened carefully to them
- ❖ Explained things in a way they could understand
- ❖ Showed respect for what they had to say
- ❖ Involved them as much as they wanted in decisions about their health care



All answers are about experiences in the previous 6 months. People who had not been to see a doctor or other health professional in the previous 6 months did not answer these questions.



The percentages shown on the bars are the average of answers to the 4 survey questions above.